

Continuous Quality Improvement (CQI)

Procedural Bulletin # 3

Purpose

To provide guidance for the use of quality assurance measures, as it relates to the eight Principles of Effective Intervention.

Continuous Quality Improvement Plan

As per IC 11-12-1-2.5, grant funded entities are to use evidence-based services, programs, and practices to reduce the risk of recidivism of those persons participating in the Indiana Department of Correction (IDOC) Community Corrections Division's grant funded programs. One component of evidence-based practices and the eight Principles of Effective Interventions is to Measure Relevant Processes/Practices.

Each grant funded entity will create a CQI Plan/Policy with identified performance measures to determine if its policies and procedures are producing the desired outcomes. By collecting CQI data, agencies can ensure the effectiveness of its programs and services. The Department of Correction, Community Corrections Division, requires a copy of the entity's CQI Plan/Policy to retain on file.

If a grant funded entity does not have a CQI Plan/Policy in place, they must have a detailed plan in place for the development and implementation of a CQI Plan/Policy, including a timeline. The following chart describes components that a CQI Plan should include at each stage of development.

Level	Includes:
Basic	<ul style="list-style-type: none"> • Inter-rater reliability process for assessments used
Standard	<ul style="list-style-type: none"> • Effective interventions (Motivational Interviewing, one-on-one appointments, Cognitive Behavioral Intervention facilitation) • Effective case planning • Effective behavior management (use of rewards and sanctions) • Operating as a learning organization: Provide Booster Trainings & Learning Teams that cover Motivational Interviewing, Effective Skill Practice, Assessments/Case Planning & Rewards/Sanctions. A Continuous Quality Improvement Committee should be established as well as a Coaching Infrastructure. • Participant progress • Supervisor reinforcement of Evidence-Based Practices
Enhanced	<ul style="list-style-type: none"> • Quality of reports • Case review process • Communication of data • Dosage tracking • Staff mentorship • Family feedback • Stakeholder feedback • Fatality review process (High profile failures will occur. Must have a process in place to review the case, determine what could have been done differently and put in place steps to avoid it in the future.) • Vendor performance • Fidelity of program implementation • Program evaluations

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